

# Guide to Patient Services

Information for patients and their families



 **PROVIDENCE**  
Sacred Heart  
Medical Center &  
Children's Hospital

# Welcome to Providence Sacred Heart Medical Center & Children's Hospital.



On behalf of the Sisters of Providence and all of us here at the Medical Center, welcome to Sacred Heart! We are committed to quality, safe and compassionate service and are pleased you have chosen us to provide your care.

Our staff welcomes you to be a part of your care team. Feel free to ask questions and share your concerns, and invite your family members to do so as well. If there is anything we can do to improve your stay at Sacred Heart, please don't hesitate to talk with a member of your care team, or ask to talk with the nurse manager.

Sincerely,

*Elaine Couture, RN  
Chief Operating Officer*

## ➤ Patient Rights and Responsibilities

Upon admission, you will receive a brochure called Patient Rights and Responsibilities. It addresses the responsibilities of the Medical Center staff in caring for you. In turn, it describes how you can work together with your caregivers for the best outcome of your treatment.

If you need this information in another language, please contact your nurse.

This guide provides **helpful information** for patients and their families.

## After your Admission

When you are settled in your room, a nurse will explain the controls for your bed, the lights and the call light.

Depending on the treatment you undergo, you may be able to wear your own nightclothes or the hospital will provide a gown or pajamas. The room temperature is set for your comfort. If you find it too warm or cold, contact your nurse.

If you have watches, jewelry, money or other valuables with you, please ask a family member to take them home. If that is not possible, ask your nurse to secure them for you.

A total of \$20 is adequate for incidentals during your stay here, but remember that cash kept at your bedside is your responsibility.

A cup is provided for patients who wear dentures.



## Questions/Concerns

Our staff wants to be responsive to your needs. The Patient Access staff can assist you with registration, payment options, insurance benefits and parking. For your convenience, Patient Access is able to accept co-pays and deposit amounts at our check-in locations. If you need to speak with our registration staff, please call extension 43115.

If you have a concern or complaint about any aspect of your medical care, ask to talk with the nurse manager on your unit.

# Meal Planning

If you are eating solid foods, a representative from Food and Nutrition will meet with you and help you make selections from the types of meals approved by your physician. For your convenience, a patient menu is located in your room, listing the options you have for meals and snacks.



Additional assistance may be provided by a dietitian. When it's time to return home, a member of the clinical nutrition staff will meet with you if you need to be on a special diet.

If your guests would like a meal prepared, have them choose from the menu and call x 47700 to place their order. (There is a fee for guest meals.)

## Le Café (Cafeteria)

The hours of the cafeteria and dining room on L3 (Lower Level 3) are:

<b>Daily</b>	6:30 a.m. to 8:30 p.m.
<b>Breakfast</b>	6:30 a.m. to 10:15 a.m.
<b>Lunch</b>	11 a.m. to 1:50 p.m.
<b>Dinner</b>	4:30 to 7:30 p.m.

Soups, salads, sandwiches, beverages and other food items are available between meal times, as is the espresso service.

The Snack Bar, also on L3, is open 24 hours. Vending machines provide an assortment of food and beverages.

There is a change machine in the Snack Bar. An automated teller is located on L3 for cash withdrawals. The cafeteria also accepts major debit & credit cards. Sorry, no personal checks.

# Smoking Policy

Sacred Heart believes a hospital should provide fresh, clean air for all to breathe. For this reason, smoking is not allowed while you are a patient in the Medical Center. If you are a smoker, staff will make every effort to assist you in making the adjustment not to smoke during your stay. Aids to help in quitting smoking are available and may be ordered by your doctor.



# Safety

Small appliances such as hair dryers, electric razors and small radios are permitted, but their use may be restricted in some locations. Personal TVs, stereo systems and other devices that might disturb other patients and staff are not allowed. Contact your nurse if you have questions.

Fire drills take place occasionally. If you hear a continuous chime, don't be alarmed. A staff member will inform you of the drill and then will close your door.

Also, for your safety, your nurse will lift the side rails on your bed at night and then lower them in the morning. When you are out of bed, please wear shoes, slippers or other foot coverings with non-slip soles.

## Clergy Visits

Chaplaincy Services staff is available for patients and family members 24 hours a day, seven days a week. Contact the operator or call extension 44716. If you would like a visit from your own pastor, contact your nurse or one of the chaplains. A visit will be arranged for you.

The Sister Ethel Richardson Chapel is located on the main floor near the front entrance of the Medical Center. Mass is celebrated there Monday, Wednesday and Friday at 11:30 a.m. Everyone is welcome to use the chapel at any time for personal prayers and meditation.



The Providence Center for Faith and Healing offers a beautiful garden, a library and quiet rooms for meditation and retreat. It is located next to the Medical Center and is available to all. Ask your nurse or chaplain for more information.

## Advance Directives, Billing Questions, Notary Public

An advance directive allows you to state in writing your decisions about your health care. This document, along with a booklet that explains advance directives, is available from your nurse. The nurse assigned to you upon admission to your room can assist you in completing an advance directive form.

A financial counselor is available to help with billing questions (call extension 43360). If you need documents notarized during your stay as a patient, call extension 43115 and a notary public will come to your room.

# Visiting Hours

Sacred Heart has a flexible schedule for visitors from 11 a.m. to 8 p.m. However, times vary from floor to floor. The adult intensive care units have a quiet time from 2 to 4 p.m. daily. Children may visit with an adult, except for intensive care units. The Birth Place has no set visiting hours. Talk with your nurse about the best time for you to have visitors.

Remember, rest is a key factor in your treatment and recovery. Don't try to do too much or feel embarrassed about asking visitors to leave or delay a visit if you are tired. Let your nurse know if you need help with this.

# Gift Shop

The Gift Shop @ Sacred Heart on the main floor of the main tower is open daily for personal items, gifts, flowers, cards and magazines. Contact your nurse if you wish to visit the Gift Shop.

- Monday-Thursday** 9 a.m. to 8 p.m.
- Friday** 7 a.m. to 8 p.m.
- Saturday/Sunday** 10:30 a.m. to 5:30 p.m.

# The Careshop

The Careshop, providing home health products and medical necessities, is located on the main floor of the Surgery Center & Women's Health Center.

- Monday-Friday**  
10 a.m. to 4 p.m.



# The Daily Newspaper

Daily newspapers are available in vending machines on the main floor next to the Gift Shop and in the snack bar on L3.

# Mail, Magazines and Flowers

Mail is delivered to patients daily. If you wish to send a letter or card, stamps may be purchased from the Gift Shop. Mail will be forwarded to patients who have been discharged.

Flowers and gifts are delivered daily, except to rooms on intensive care units and where prohibited by a doctor for medical reasons.

# Television

Sacred Heart provides each patient room with local and cable television channels at no charge. In addition, the Medical Center broadcasts many informative health and special interest programs, available "On-Demand" for your convenience. Look for the television guide for a listing of cable channels and On-Demand programs.

# Email

Your friends and family can email you at [sacredheartpr@providence.org](mailto:sacredheartpr@providence.org). Messages are delivered one to two times a day, Monday through Friday.





# The Madison Inn

The Madison Inn is located on the Sacred Heart Medical Center campus across from the main entrance of the Medical Center on Rockwood Boulevard. It offers special rates for patients of the Medical Center and their families.

- 24-hour complimentary coffee/tea
- 5-digit phone dialing to the Medical Center
- microwave and refrigerator in many rooms
- free on-site parking
- coin-operated laundry facilities
- tranquility room for reflection

**Call 474-4200 or 1-800-538-0375**

## Telephone Use

To call someone within the hospital, dial the following numbers:

Service	Phone	Location
Billing	866-366-5499 (toll free)	
Chaplaincy Services	44716	Providence Center for Faith & Healing
Case Management/ Social Service	43184	Main floor
Gift Shop	43285	Main floor
Hospital Operator	0	
The Careshop	44040	Main West
Notary Public	43115	Main floor
Public Relations	43081	Main floor
Security Services	0 (Operator)	LL3 West

# Using your Room Phone

A telephone is provided in your room. Dialing instructions to make local and long distance calls are affixed to the phone at your bedside.



## Internet Access

A laptop computer may be plugged into any **patient phone outlet** in patient rooms. **Do not plug a laptop computer into any other phone outlets in the Medical Center or serious damage to the computer may result!**

Guest wireless is available throughout the Medical Center. Call x43366 to connect.

## Language and Hearing Services

If you or a family member need an interpreter, contact your nurse manager or Case Management Services at extension 43184. If you have difficulty understanding, hearing or reading, please let us know and we will provide communication aids.



# Going Home

On the day of your discharge, your nurse will help you prepare to leave once your doctor has indicated you are ready. Our goal is to discharge patients by 11 a.m. so you have ample time to return home and get settled.

The social worker on your unit can help with many discharge-related needs and provide information about services available upon your return home.

These include:

- Home nursing visits, medical equipment, chore services and Meals on Wheels.
- Referral to community resources.
- Assisted living arrangements, such as skilled nursing facilities, adult family and retirement homes.

You may speak directly with Case Management (social services) by calling extension 43184, or ask your nurse for assistance.



# Providence Sacred Heart Medical Center & Children's Hospital

The Sisters of Providence founded Sacred Heart more than 120 years ago. Today, it is one of many hospitals affiliated with Providence Health & Services, spanning the west coast from Anchorage, Alaska, to Burbank, California. The tradition of these hospitals is a mission of healing with a Christian commitment of respect and concern for the dignity and value of each person.

With 623 beds, Sacred Heart is one of the largest hospitals in the Northwest. It employs over 4,000 health care professionals and support staff. Its medical staff provides the expertise and skills of over 800 specialists and primary care doctors. In addition to a full-service Children's Hospital, Sacred Heart features comprehensive cardiac programs, a certified Stroke Center, Level II Trauma Center and neuroscience, psychiatric, continence and cancer services.

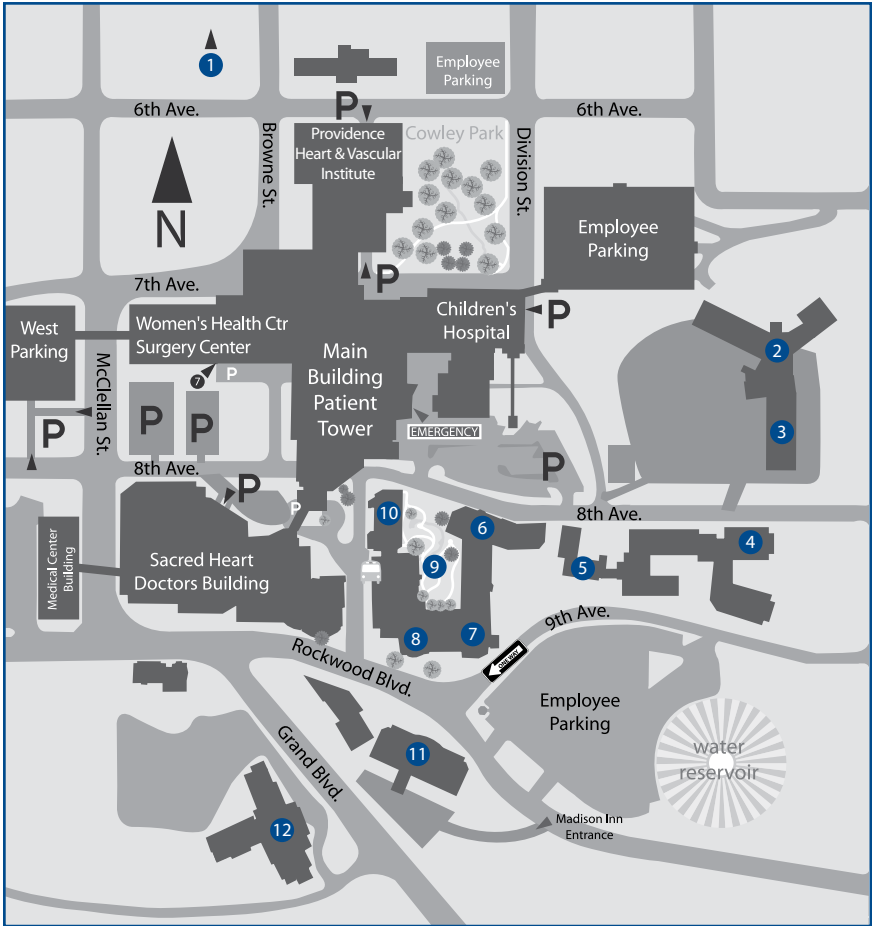
[www.shmc.org](http://www.shmc.org)

## > Non-Discrimination Notice

Sacred Heart Medical Center does not discriminate against any person in employment or in admission, treatment or participation in its programs or benefits on the basis of age, gender, sexual orientation, marital status, race, religion, creed, color, national origin, source of payment or the presence of any sensory, mental or physical disability.

For more information about this statement, or if you believe that discrimination has occurred and you wish to file a complaint, please contact Cheryl Thomas, 504 coordinator at (509) 474-4565 or request relay to (509) 474-4565 from AT&T Relay Services.

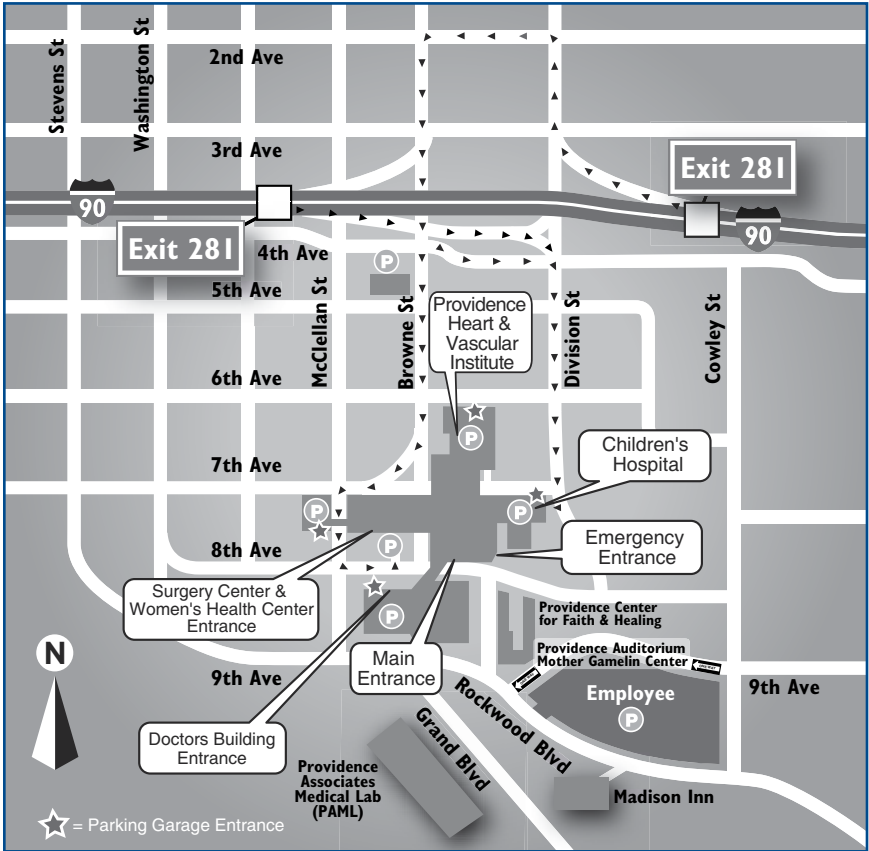
# Campus Map



- ① Providence 5th & Browne Medical Bldg./ Wound Care Services
- ② Providence St. Joseph Care Center
- ③ Providence Transitional Care Unit
- ④ Providence Emilie Court Assisted Living
- ⑤ Providence Health & Services
- ⑥ Maria House

- ⑦ Mother Gamelin Center
- ⑧ Providence Auditorium
- ⑨ Providence Center Garden
- ⑩ Providence Center for Faith and Healing
- ⑪ The Madison Inn hotel
- ⑫ Providence Associates Medical Laboratories (PAML)

# Parking



Parking is located in the Children's Hospital parking garage; the Surgery Center & Women's Health Center garage; and the Sacred Heart Doctors Building. There is a small fee for parking.

Long-term patients may be eligible for a parking pass after five consecutive inpatient days. Call Parking Services (extension 42180) or ask the parking service staff at the public garage booths.

Valet services are also offered to patients and visitors through the main entrance to the patient tower and the Surgery Center & Women's Health Center entrance.

Guests who would like an escort to their cars at night may contact Security Services (extension 43099).



# Core Values

Compassion

Respect

Excellence

Justice

Stewardship

# Mission

As people of Providence,  
we reveal God's love for all,  
particularly the poor and vulnerable,  
through our compassionate service.



101 West Eighth Avenue  
Spokane, WA 99204  
509-474-3131  
[www.shmc.org](http://www.shmc.org)